

interpretations of the claims and should also be deleted from the final published version of the claims.]

1. *(currently amended)* A machine-implemented method for notifying at least one care-concerned person ~~such as a medical service provider [20,605] or a medical assistant [30]~~ to a health or medical care-related situation constituted by at least one of the following notification-worthy situations:

- (0.1) completion of a care-related task [65] where said task completion calls for relatively prompt attention [26] thereto;
- (0.2) in-completion of a care-related communication delivery-attempt [45/52] where said in-completion of the delivery-attempt calls for relatively prompt attention thereto;
- (0.3) in-completion of a care-related task [94,58,62] where said in-completion of the care-related task calls for relatively prompt attention thereto;
- (0.4) an unexpected change or a lack of expected change in a medical condition of a given patient [50] where said unexpected change or lack of expected change calls for relatively prompt attention thereto; and
- (0.5) an apparent failure to notify a primary medical service provider, or a primary medical assistant as may be appropriate, of one of the above notification-worthy situations;

where said machine-implemented alerting method comprises:

(a) monitoring [81] communications related to progress or lack of progress in timely completion of pre-scheduled, care-related tasks [58,62] and related to timely completion of pre-scheduled, care-related communication delivery-attempts [45/52] and related to medical conditions of respective ones of plural [82] patients;

(b) identifying [87] among the monitored communications those which are indicative of at least one of said care-related situations that call for relatively prompt attention thereto by a care-concerned person ~~such as the medical service provider~~

[[20,605]] ~~and the medical assistant [[30]]~~; where criteria for determining whether or not a given situation is one that calls for relatively prompt attention thereto are machine-defined and where timeliness of pre-scheduled ones of said care-related tasks and care-related communication delivery-attempts are machine-defined; and

(c) for an identified one of the monitored communications which is indicative of at least one of said care-related situations that call for relatively prompt attention thereto, initiating a delivery-attempt for delivering to at least one targeted recipient in a group comprised of said a medical service provider [[20,605]] and a medical assistant [[30]] an alert signal [[Fig10A]] for notifying the targeted recipient of the monitored and identified communication.

2. (currently amended) An alerting mechanism [[1000]] for summarily alerting a care-concerned person ~~such as a medical service provider [[20,605]] or a medical assistant [[30]]~~ to a care-related situation constituted by at least one of the following situations:

(0.1) completion of a care-related task [[65]] where said task completion calls for relatively prompt attention [[26]] thereto;

(0.2) in-completion of a care-related communication delivery-attempt [[45/52]] where said in-completion of the delivery-attempt calls for relatively prompt attention thereto;

(0.3) in-completion of a care-related task [[94,58,62]] where said in-completion of the care-related task calls for relatively prompt attention thereto; and

(0.4) an unexpected change or a lack of expected change in a medical condition of a given patient [[50]] where said unexpected change or lack of expected change calls for relatively prompt attention thereto;

where said alerting mechanism comprises:

(a) action requesting means [[1008]] for advising the care-concerned person [[20,30]] of an attention-giving action [[SEND,REVIEW]] that is to be provided by the care-concerned person or delegated to another care-concerned person in response to an alerted situation [[1017-1032]];

(b) topic defining means [[1010]] for advising the care-concerned person of the medical concern [[Potassium,Asthma]] that is addressed by the alerted situation;

(c) patient identifying means [[1011]] for advising the care-concerned person of the identity of one or more patients associated with a corresponding attention-giving action [[SEND,REVIEW]] and a corresponding medical concern [[Potassium,Asthma]] that is addressed by the alerted situation; and

(d) situation identifying means [[1016]] for advising the care-concerned person of a situation type [[Retrieval-failure,Info]] to which the alerted situation belongs.

3. (original) The alerting mechanism [[1000]] of Claim 2 wherein:

(a.1) said action requesting means includes means for advising the care-concerned person [[20,30]] to at least provide an attention-giving action selected from the attention-giving group consisting of:

(a.1a) initiating a sending [[1017]] of test results to a tested patient to at least thereby let the tested patient know that the results have been received by the care-concerned person;

(a.1b) reviewing [[1018]] contents of an automated or semi-automated interview conducted with a corresponding patient; and (a.1c) becoming aware [[1021]] of a failed attempt to deliver a communication relating to a corresponding patient;

(b.1) said topic defining means includes means for advising the care-concerned person of at least one of the medical concerns in a topic group consisting of:

(b.1a) an identifier of a blood component [[Lipids,2305]] that is of concern;

(b.1b) an identifier of a chronic disease [[Asthma,1018]] that is of concern;

(b.1c) an identifier of an on-setting disease [[StrepThroat,1017]] that is of concern;

(b.1d) an identifier of a body part or body system [[Lump,1020]] that is of concern; and

(b.1e) an identifier of a type of test or other medical procedure [[*Mammogram,1021*]] that is of concern; and

(d.1) said situation identifying means includes means for advising the care-concerned person of at least one of the situation types in a situation type group consisting of:

(d.1a) a retrieval failure situation [[*1019*]] in which a corresponding communication delivery attempt was not timely or fully completed; and

(d.1b) an information-triggered situation [[*1024*]] in which information gathered during a corresponding communication delivery attempt triggered the alerted situation.

4. (original) The alerting mechanism [[*1000*]] of Claim 2 and further comprising:

(e) topic category defining means [[*1009*]] for advising the care-concerned person of a system-supported category encompassing the medical concern [[*Lipids,Asthma*]] that is addressed by the alerted situation.

5. (original) The alerting mechanism [[*1000*]] of Claim 2 and further comprising:

(e) privilege controlling means [[*1049*]] for controlling alert-disposing privileges of pre-specified ones of care-concerned persons to certain classes or specific ones of attention-giving actions [[*Letter,SchedOffice Visit*]].

6. (currently amended) A follow-up scheduling and monitoring mechanism [[*1300*]] for automatically assisting a care-concerned person ~~such as a medical service provider [[*20,605*]] or a medical assistant [[*30*]]~~ in scheduling one or more health or medical care follow up actions [[*1311*]] following a first care-related situation constituted by at least one of the following situations:

(0.1) completion of a first examination [[22]] where an initial assessment of patient condition was made and one or more follow up medical tests [[58]] were ordered [[23]];

(0.2) in-completion of a care-related communication delivery-attempt [[45/52]] where said in-completion of the delivery-attempt calls for relatively prompt attention thereto;

(0.3) in-completion of a care-related task [[94,58,62]] where said in-completion of the care-related task calls for relatively prompt attention thereto; and

(0.4) an unexpected change or a lack of expected change in a medical condition of a given patient [[50]] where said unexpected change or lack of expected change calls for relatively prompt attention thereto;

where said follow-up scheduling and monitoring mechanism comprises:

(a) adaptive scheduling means [[1313]] for adaptively scheduling one or more attention-giving, follow up actions [[*Worse?Interview,Better?Dialogs*]] that are to be provided chronologically in response to the first care-related situation; and

(b) patient attribute defining means [[1307]] for defining one or more health-related attributes [[*Height*]] of the under-care patient which can affect the carrying out of said, one or more attention-giving, follow up actions [[*Worse?Interview,Better?Dialogs*]] that are to be provided.

7. (*original*) In a machine-implemented, communications managing and delivering system [[80,4000]] having at least one of:

(0.1) filtering means [[87,4018]] for automatically identifying intervention-worthy communications which are worthy of being reviewed [[26]] by a human intervener [[20,4024]]; and

(0.2) task in-completion detecting means [[95,3956]] for automatically detecting note-worthy failures to complete attempted communications [[29]] and/or note-worthy failures to complete scheduled action items [[83,58]];

where the communications managing and delivering system further includes an alert generating means [[4040,4018]] for generating alert reports [[85a]] indicative of at least one category of said intervention-worthy communications, note-worthy failures to complete attempted communications, and note-worthy failures to complete scheduled action items;

an alerts summarizing mechanism [[1000]] comprising:

(a) prioritizing means [[1010]] for prioritizing alert reports according to their comparative intervention-worthinesses or note-worthinesses, where said comparative worthiness characteristics are machine-defined; and

(b) target-person identifying means [[1011]] for identifying a target-person to whom one [[1200]] of said intervention-worthy communications is to be sent, or on whose behalf a note-worthy failure [[90/95]] to complete an attempted communication occurred, or on whose behalf a note-worthy failure [[94,96/95]] to complete a scheduled action item [[45,47,58,62,26,29]] occurred.

8. (original) The alerts summarizing mechanism [[1000]] of Claim 7 and further comprising:

(c) summarized alerts reporting means [[1012]] for reporting summarizations [[1017,1018,etc]] of the prioritized alert reports to at least one person [[20]] responsible for reacting to the alert reports; and

(d) details providing means [[click-through-1012]] for providing more details about an alert report summarized by one of the reported summarizations in response to the at least one responsible person [[20]] selecting one of the reported summarizations.

9. (original) The alerts summarizing mechanism [[1000]] of Claim 8 and further comprising:

(e) delegation means [[1049]] for allowing said at least one responsible person [[20]] to delegate to at least a second responsible person [[30]] with instructed actions [[1025]] and by way of said communications managing and delivering system [[80]], the responsibility of reacting to a selected one or more of the alert reports.

10. (original) The alerts summarizing mechanism [[1000]] of Claim 8 and further comprising:

(f) delegation tracking means [[1026,1030,etc]] for allowing said at least one responsible person [[20]] to track the carrying out of respective ones of said instructed actions [[1025]] by the at least second responsible person [[30]] to whom was delegated the responsibility of reacting to respective ones of said alert reports.

11. (currently amended) A machine-implemented, communications formulating, managing and delivering system [[80,4000]] comprising:

(a) interview formulation assisting means [[1222,1304,1406,1603]] for assisting a user [[20,30]] in formulating ~~an~~ and customizing a target-customized interview [[29,3900]] that is to be delivered to one or more targeted persons [[50]];

(b) interview delivery scheduling means [[1313]] for scheduling time ranges in which attempts [[52,90]] will be automatically made to deliver one or more formulated interviews; and

(c) interview completion checking means [[90,2855,3965]] for automatically checking that a scheduled interview was timely conducted with a corresponding one of said one or more targeted persons, or if not, for automatically alerting a responsible person of the in-completion of the scheduled interview.

12. (*currently amended*) An automatic and adaptive dialog conducting mechanism [[3900]] for use in a communications managing and delivering system [[80,4000]] where the communications managing and delivering system stores attributes describing potential target persons [[50]] to whom communications may be sent; and where

said automatic and adaptive dialog conducting mechanism comprises:

(a) a decision tree [[3915]] having one or more dialog flow paths that are to be automatically followed during automated carrying out of ~~the~~ a real-time adaptive dialog, where the one or more dialog flow paths that are followed can be selected in real time response to answers or lack of answers provided by the communication target person; and

(b) a presentable data section [[3912]] for storing content-variable data that is to be automatically presented at respective nodes of the decision tree, where the content-variable data ~~may~~ can be automatically generated in response to stored personal attributes of the communication target person.

13. (*currently amended*) The adaptive dialog conducting mechanism [[3900]] of Claim 12 and further comprising:

(c) a collectable data section [[3917]] for storing response and/or non-response data generated during the automated carrying out of the real-time adaptive dialog.

14. (*currently amended*) A machine-implemented, communications delivering and response collecting system [[80,4000]] comprising:

(a) interview conducting means [[4061]] for automatically delivering an interview through a communications channel [[4065]] to a target person and for automatically collecting data representative of responses ~~or~~ and non-responses, if any by the target person to the delivered interview; and

(b) alert generating means [[4070']] for automatically analyzing said collected data representing the responses ~~or~~ and non-responses, if any by the target person to the delivered interview and for selectively and automatically generating an alert signal [[4073]] in accordance with alert rules provided within the system.

15. (currently amended) A machine-implemented, communications delivering system [[80,4000]] comprising:

(a) a plurality of channel managers [[4065,4066]] each for automatically managing delivery of one or more interviews to one or more targeted persons and through a manager-specific communications channel [[phone,email,etc]]; and

(b) a delivery scheduler [[4040]] operatively coupled to the plural channel managers for automatically delegating delivery-attempt responsibilities for specific messages interviews [[4025]] to respective subsets of the plural channel managers and for undoing respective ones of said delegations when one of the channel managers succeeds [[4068]] in delivering completing delivery of a respective one of the specific messages interviews to a corresponding targeted person [[Patient-Z]].

16. (currently amended) A scalable machine-implemented, communications delivering and response collecting system [[4000B]] comprising:

(a) an application server [[4080]] for processing respective data communications [[4081,4082]] under pre-assigned service-organization designations (applications); and

(b) a database [[4050']] for storing:

(b.1) respective, communication processing rules [[4083]] of respective ones of said pre-assigned service-organization designations; and

(b.2) persons records [[4093]] defining person attributes of respective persons who can have service-providing and/or service receiving roles [[4091]] under each of said service-organization designations;___

wherein said application server uses the communication processing rules of a given one of said service-organization designations to control instantiation of deliverable interviews [[4096]] formulated under responsibility of the given service-organization designation.

17. (original) For use in a service providing organization [[99]], a machine-implemented method [[95]] for increasing likelihood that service-related communications [[29]] will be delivered to and retrieved by communications-targeted persons [[50]], said machine-implemented method comprising:

(a) adaptively defining multi-channel delivery strategies over time for potential, communications-targeted persons [[40,50,60]] based on previous delivery-attempt histories so as to increasing likelihood of delivery success to specific ones of said potential, communications-targeted persons when a next communication is targeted to one or more of such potential, communications-targeted persons;

(b) requesting confirmation [[90]] by communications-targeted persons of receipt and understanding of delivered ones of said communications; and

(c) if failed delivery-attempts exceed predefined thresholds [[52]] or communications-targeted persons fail to confirm receipt and understanding of delivered ones of said communications within predefined time limits [[24]], routing alerts [[1072]] to responsible persons [[20]] within the service providing organization asking them to respond to the failed communications attempts.

18. (new) The machine-implemented notifying method of Claim 1 wherein said at least one care-concerned person includes a member of the group comprising a medical service provider [[20,605]] and a medical assistant [[30]].

19. (new) The machine-implemented notifying method of Claim 1 wherein said at least one notification-worthy situations definitively include:

- (0.2) said in-completion of a care-related communication delivery-attempt [[45/52]] where said in-completion of the delivery-attempt calls for relatively prompt attention thereto; and
- (0.3) said in-completion of a care-related task [[94,58,62]] where said in-completion of the care-related task calls for relatively prompt attention thereto.

20. (new) The machine-implemented notifying method of Claim 2 wherein said at least one care-concerned person includes a member of the group comprising a medical service provider [[20,605]] and a medical assistant [[30]].

21. (new) The machine-implemented notifying method of Claim 6 wherein said at least one care-concerned person includes a member of the group comprising a medical service provider [[20,605]] and a medical assistant [[30]].

22. (new) An alerting mechanism [[1000]] for alerting a health care-concerned person [[20,605]] to a health care-related situation constituted by at least one of the following situations:

- (0.1) completion of a care-related task [[65]] where said task completion calls for relatively prompt attention [[26]] thereto by the health care-concerned person or another person;
- (0.2) incompletion of a care-related communication delivery-attempt [[45/52]] where said incompletion of the delivery-attempt calls for relatively prompt attention thereto by the health care-concerned person or another person;

- (0.3) incompleteness of a care-related task [[94,58,62]] where said incompleteness of the care-related task calls for relatively prompt attention thereto by the health care-concerned person or another person; and
- (0.4) an unexpected change or a lack of expected change in a medical condition of a given patient [[50]] where said unexpected change or lack of expected change calls for relatively prompt attention thereto by the health care-concerned person or another person;

where said alerting mechanism comprises:

(a) action advising means [[1008]] for automatically advising the care-concerned person [[20,30]] of an attention-giving action [[SEND,REVIEW]] that is advised to be provided by the care-concerned person or delegated to another care-concerned person in response to an alerted situation [[1017-1032]]; and

(b) topic defining means [[1010]] for automatically advising the care-concerned person of the medical concern [[Potassium,Asthma]] that is addressed by the alerted situation; and

(c) patient identifying means [[1011]] for automatically advising the care-concerned person of the identity of one or more patients associated with a correspondingly advised attention-giving action [[SEND,REVIEW]] and a corresponding medical concern [[Potassium,Asthma]] that is addressed by the alerted situation.

23. The alerting mechanism [[1000]] of Claim 22 wherein:

(a.1) said action advising means includes means for advising the care-concerned person [[20,30]] to provide at least one attention-giving action selected from the attention-giving group consisting of:

(a.1a) initiating a sending [[1017]] of test results and a message to a tested patient ;

(a.1b) reviewing [[1018]] contents of an automated or semi-automated interview conducted with a corresponding patient; and

(a.1c) becoming aware [[1021]] of a failed attempt to deliver a communication relating to a corresponding patient.

24. The alerting mechanism [[1000]] of Claim 22 wherein:

(b.1) said topic defining means includes means for advising the care-concerned person of at least one of medical concerns in a topic group consisting of:

(b.1a) an identifier of a blood component [[Lipids,2305]] that is of concern;

(b.1b) an identifier of a chronic disease [[Asthma,1018]] that is of concern;

(b.1c) an identifier of an on-setting disease [[StrepThroat,1017]] that is of concern;

(b.1d) an identifier of a body part or body system [[Lump,1020]] that is of concern;

(b.1e) an identifier of a medical related, scheduled event [[appointment]] that is of concern; and

(b.1f) an identifier of a type of test or other medical procedure [[Mammogram,1021]] that is of concern.

25. The alerting mechanism [[1000]] of Claim 22 wherein:

(d.1) said situation identifying means includes means for advising the care-concerned person of at least one of situation types in a situation type group consisting of:

(d.1a) a retrieval failure situation [[1019]] in which a corresponding communication delivery attempt was not timely or fully completed; and

(d.1b) an information-triggered situation [[1024]] in which information gathered during a corresponding communication delivery attempt triggered the alerted situation.

26. (new) The alerts summarizing mechanism [[1000]] of Claim 7 and further comprising:

(c) summarized alerts reporting means [[1012]] for delivering predefined summarizations [[1017,1018,etc]] of the prioritized alert reports to at least one person [[20]] responsible for reacting to the alert reports.

27. (new) A machine-implemented follow-up method [[81]] for use in providing health care services to patients [[50,82]], the method comprising:

(a) defining in machine-readable storage, one or more delivery deadlines [[24]] by which respective deliveries of one or more, corresponding health care services [[58,65]] to respective patients are to be timely completed;

(b) automatically first determining [[82-96]] whether or not each health care service having a corresponding delivery deadline has been timely and completely received by the respective patient; and

(c) automatically delivering corresponding alerts [[85a]] to one or more persons responsible for completion of delivery of a given health care service having one of said delivery deadlines if, among other alert generating criteria, the given health care service is determined by said automatic first determining step to have been not timely and completely received by the respective patient.

28. (new) The machine-implemented follow-up method of Claim 27 wherein:

said health care services to be timely and completely delivered to respective patients include machine-conducted interview dialogs [[3910]] that are to be timely delivered to, and completed by [[3917]] respective patients; and

(c.1) said automatic delivering of corresponding alerts includes automatically prioritizing alerts [[1073]] relating to nondelivery to, or noncompletion of

interview dialogs by respective patients in accordance with predefined interview alert importance rules [[3910]]; and

- (c.2) said automatic delivering of corresponding alerts includes automatically sorting prioritized alerts so that the one or more responsible persons will be presented [[1074]] with interview nondelivery/noncompletion alerts having relatively high priority before being made aware, if at all, of interview nondelivery/noncompletion alerts having lower priority.

29. (new) The machine-implemented follow-up method of Claim 27 wherein:

said health care services to be timely and completely delivered to respective patients include medical test result reporting dialogs [[2300,2895]] that are to be timely delivered to, and acknowledged [[2311,2855]] by respective patients; and

- (c.1) said automatic delivering of corresponding alerts includes automatically prioritizing alerts relating to nondelivery to, or nonacknowledgement of medical test result reporting dialogs by respective patients in accordance with predefined test-result report alert importance rules; and
- (c.2) said automatic delivering of corresponding alerts includes automatically sorting prioritized alerts so that the one or more responsible persons will be made aware of test-result report nondelivery/nonacknowledgement alerts having relatively high priority before being made aware, if at all, of test-result report nondelivery/nonacknowledgement alerts having lower priority.

30. (new) The machine-implemented follow-up method of Claim 29 and further including:

(d) instructing patients to contact their health care providers if they do not automatically receive an expected medical test result reporting dialog.

31. (new) The machine-implemented follow-up method of Claim 27 wherein:

said health care services to be timely and completely delivered to respective patients include medical treatment result feedback dialogs [[2800]] that are to be timely delivered to, and responded upon [[2808]] by respective patients; and

(c.1) said automatic delivering of corresponding alerts includes automatically prioritizing alerts relating to nondelivery to, or nonresponsiveness to medical treatment result feedback dialogs by respective patients in accordance with predefined treatment-result feedback alert importance rules; and

(c.2) said automatic delivering of corresponding alerts includes automatically sorting prioritized alerts so that the one or more responsible persons will be made aware of treatment-result feedback nondelivery/nonresponsiveness alerts having relatively high priority before being made aware, if at all, of treatment-result feedback nondelivery/nonresponsiveness alerts having lower priority.

32. (new) The machine-implemented follow-up method of Claim 27 wherein:

said health care services to be timely and completely delivered to respective patients include periodic health maintenance feedback dialogs [[3100]] that are to be timely delivered to, and responded upon [[2808]] by respective patients; and

(c.1) said automatic delivering of corresponding alerts includes automatically prioritizing alerts relating to nondelivery to, or nonresponsiveness to periodic health maintenance feedback dialogs by respective patients in accordance with predefined periodic health maintenance alert importance rules; and

(c.2) said automatic delivering of corresponding alerts includes automatically sorting prioritized alerts so that the one or more responsible persons will be made aware of periodic health maintenance nondelivery/non-responsiveness alerts having relatively high priority before being made aware, if at all, of periodic health maintenance nondelivery/non-responsiveness alerts having lower priority.

33. (new) Manufactured instructing signals for causing a correspondingly instructable machine to automatically carry out a machine-implemented method [[81]] for use in providing health care services to patients [[50,82]], the method comprising:

- (a) defining one or more delivery deadlines [[24]] by which respective deliveries of one or more, corresponding health care services [[58,65]] to respective patients are to be timely completed;
- (b) determining [[82-96]] whether or not each health care service having a corresponding delivery deadline has been timely and completely received by the respective patient; and
- (c) delivering corresponding alerts [[85a]] to one or more persons responsible for completion of delivery of a given health care service having one of said delivery deadlines if, among other alert generating criteria, the given health care service is determined by said determining step to have been not timely and completely received by the respective patient.

34. (new) A machine-implemented method [[81]] for use in providing health care services to patients [[50,82]], under supervision of medically-trained care providers, the method comprising:

- (a) defining in machine-readable storage, one or more representations of corresponding health care services [[58,65]] that are planned to be respectively delivered to one or more respective patients;
- (b) automatically first determining [[1020]] whether or not each planned health care service needs review and/or customization by a medically-trained care provider before being delivered to a corresponding patient;
- (c) defining in machine-readable storage, one or more review deadlines [[26]] by which corresponding planned health care services that are determined to need said review and/or customization are to be reviewed and/or customized by a specified one or more medically-trained care providers;

and

- (d) automatically delivering corresponding need-review alerts [[2300]] to one or more persons responsible for completion of the review and/or customization of a given health care service having one of said review deadlines if, among other alert generating criteria, the given health care service is automatically determined to have been not timely reviewed and/or customized by one of said specified one or more medically-trained care providers.

35. (new) An automated machine system [[80]] for providing machine-implemented follow-ups [[81]] on progress in providing health care services to patients [[50,82]], the system comprising:

- (a) machine-readable storage in which is defined, one or more delivery deadlines [[24]] by which respective deliveries of one or more, corresponding health care services [[58,65]] to respective patients are to be timely completed;
- (b) first means for automatically determining [[82-96]] whether or not each health care service having a corresponding delivery deadline has been timely and completely received by the respective patient; and
- (c) second means for automatically delivering corresponding alerts [[85a]] to one or more persons responsible for completion of delivery of a given health care service having one of said delivery deadlines if, among other alert generating criteria, the given health care service is determined by said first means to have been not timely and completely received by the respective patient.

36. (new) The automated machine system [[80]] of Claim 35 and further comprising:

- (d) alert sorting means for automatically sorting prioritized alerts so that the one or more responsible persons will be presented [[1074]] with service nondelivery/noncompletion alerts having relatively high priority before

being made aware, if at all, of service nondelivery/noncompletion alerts having lower priority.

37. (new) An automated machine system [[80]] for providing machine-supported health care services to patients [[50,82]], under supervision of medically-trained care providers, the system comprising:

- (a) machine-readable storage having defined therein one or more representations of corresponding health care services [[58,65]] that are planned to be respectively delivered to one or more respective patients;
- (b) first means for automatically determining [[1020]] whether or not each planned health care service needs review and/or customization by a medically-trained care provider before being delivered to a corresponding patient;
- (c) second means for defining in machine-readable storage, one or more review deadlines [[26]] by which corresponding planned health care services that are determined to need said review and/or customization are to be reviewed and/or customized by a specified one or more medically-trained care providers; and
- (d) alert means for automatically delivering corresponding need-review alerts [[2300]] to one or more persons responsible for completion of the review and/or customization of a given health care service having one of said review deadlines if, among other alert generating criteria, the given health care service is automatically determined to have been not timely reviewed and/or customized by one of said specified one or more medically-trained care providers.

38. (new) An automated machine system [[80]] for providing machine-supported customization in the provision of health care services to patients [[50,82]], the system comprising:

- (a) first machine-readable storage having defined therein one or more representations of corresponding health care services [[58,65]] that can be respectively delivered to one or more respective patients;
- (b) second machine-readable storage having defined therein one or more representations of unique attributes [[4022, 3200]] associated with a unique one or more of said respective patients; and
- (c) service formulating means for automatically providing customizable formulation support for formulating [[1900]] of a planned and deliverable health care service to a corresponding patient, wherein said service formulating means is operatively coupled to the second machine-readable storage for integrating the unique attributes of the corresponding patient with the customizable formulation support so that a customized health care service can be automatically planned based on said unique attributes of the corresponding patient.

39. (new) The automated machine system [[80]] of Claim 38 wherein: said planned and deliverable health care service includes one or more interviews to be delivered to the corresponding patient; and
 (c.1) said service formulating means includes means for automatically integrating the unique attributes of the corresponding patient with customizable formulation support provided for formulating one or more deliverable interviews so that said one or more deliverable interviews can be automatically formulated based on said unique attributes of the corresponding patient.

40. (new) The automated machine system [[80]] of Claim 38 wherein: said unique attributes [[4022, 3200]] of a given patient include two or more of:

- (b.1) identifications of service delivery channels [[3205]] preferred by the given patient;

- (b.2) identifications of service delivery times [[3209]] preferred by the given patient for one or more of the identified service delivery channels;
- (b.3) values of medication dosaging parameters [[3202]] useful for determining dosages of medication to be prescribed to the given patient, said medication dosaging parameters including an indication of a last known weight of the given patient;
- (b.4) identifications of current medications [[3202,Med2]] the given patient is last known to be receiving;
- (b.5) identifications of allergies [[3202]] the given patient is last known to have;
- (b.6) identifications of chronic medical conditions [[3203]] the given patient is last known to have; and
- (b.7) identifications of major hospitalizations or operations [[3220]] the given patient is last known to have had.
